



## SafeLink Wireless® and the FCC-required Certification Process

### FREQUENTLY ASKED QUESTIONS

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***Q: Why is TracFone sending a “certification” form to PSAPs in Hawaii?***

A: TracFone Wireless® is preparing to launch the SafeLink Wireless program in your state, offering free phones with free minutes to qualified low-income families. This form is part of a federal requirement it must complete before it launches. TracFone Wireless® is the first prepaid wireless carrier to be designated an Eligible Telecommunications Carrier (ETC) by the FCC for the federal government's Lifeline program. The FCC has required that TracFone confirm with each PSAP that it has provided evidence it will offer basic or enhanced 9-1-1 service to its Lifeline customers. TracFone is seeking your confirmation based only upon the information we have provided. TracFone is a wireless reseller of AT&T Mobility, T-Mobile and Verizon Wireless service. TracFone has supplied letters from these carriers certifying that they route 9-1-1 calls from TracFone customers in the same manner that they route 9-1-1 calls from their own retail customers.

***Q: What is SafeLink Wireless®?***

A: SafeLink Wireless® is the brand name of TracFone's Lifeline Assistance program. Please visit [www.SafeLink.com](http://www.SafeLink.com) for more information. Lifeline Assistance is part of a program that was created by the FCC to provide discounted telephone service to income-eligible consumers. What makes the SafeLink Wireless® program unique is that eligible low-income households receive free cellular service, a free cell phone, and free minutes every month. SafeLink Wireless® service does not cost anything – there are no contracts, no recurring fees and no monthly charges. The number of minutes varies by state, but in Hawaii, SafeLink subscribers will receive 68 free minutes per month. Any minutes that are not used roll-over to the next month and caller ID, call waiting and voicemail are included with the service. SafeLink phones are not available at retail outlets. Subscribers must apply to the program and fulfill federal eligibility requirements. The SafeLink Wireless® program has already launched in twenty-one states.

***Q: Are TracFone handsets E9-1-1 compliant?***

A: Yes. All phones issued for TracFone's Lifeline program are brand-new Phase II capable handsets that provide E9-1-1 access regardless of activation status or availability of prepaid minutes. AT&T Mobility, T-Mobile and Verizon Wireless have certified all TracFone Lifeline customers will have the same access to 9-1-1 and E9-1-1 as their retail customers.

***Q: Is caller identification information available for SafeLink Wireless® users?***

A: Yes. Unlike most prepaid services where caller ID information is not required to be provided by the end-user, all Lifeline subscribers must be verified in order to receive the federal subsidy and TracFone discount. Thus, in addition to Phase II location information in Phase II PSAPs, the user's name, home address and return phone number is available.

***Q: What if a subscriber runs out of minutes: Can I call them back if we are disconnected?***

A: If a subscriber runs out of minutes for the month, they can still call 9-1-1, but he or she cannot be called back. The subscriber's account, however, is still active, and their minutes will be automatically replenished at the beginning of the next month. All handsets, regardless of carrier, are required to allow 9-1-1 access, regardless of availability of prepaid minutes or activation even if they are not activated. If someone called 9-1-1 using any prepaid phone without minutes, they could not be called back either.

***Q: Has any testing been conducted?***

A: Yes. TracFone is a reseller of AT&T Mobility, T-Mobile and Verizon Wireless service. When a caller dials 9-1-1 the call displays as AT&T Mobility, T-Mobile, or Verizon Wireless. All three carriers have provided a certification letter that explains this relationship. Please call 305-673-2585 if you need copies of these letters.

***Q: Does TracFone have an Exigent Circumstances phone number?***

A: Yes. TracFone maintains both an exigent circumstances hotline (800-820-8632) and a subpoena compliance hotline (800-810-7094).

***Q: How is the Lifeline program funded?***

A: Lifeline is a program of the Universal Service Fund (USF). All telecommunications service providers and certain other providers of telecommunications must contribute to the federal USF based on a percentage of their revenue. These companies include wireline phone companies, wireless phone companies, paging service companies, and certain Voice over Internet Protocol (VoIP) providers. *As a Lifeline service provider, SafeLink Wireless® will be providing free phones with free minutes to citizens in your community at no charge to your county or state.*

***Q: What if I have another question?***

A: Please call the SafeLink Wireless Certification office at 305-673-2585 or email [erin@safelinkcert.com](mailto:erin@safelinkcert.com).